

Frequently Asked Questions for Chip Card Holders

What is a Chip Debit Card? What is EMV?

A Chip Debit Card is also known as an EMV (Europay, MasterCard and Visa) Card. It is a standard-sized plastic debit card that is embedded with a microchip, and also contains a traditional magnetic stripe. The chip generates a one-time code needed for transactions to be approved when used at a Chip-enabled ATM or in-store card terminal. It is very difficult for fraudsters to replicate the chip feature in counterfeit cards, providing greater security when making transactions at a chip-enabled terminal.

When can I expect to receive a new debit card with chip technology?

You should receive your new State Bank Chip Debit Card by the end of May, 2017. Your new card will have a new look, with a new card number and a new expiration date. If you have any questions about your new card, please contact us and we will be happy to assist you.

Why does my State Bank debit card now include a chip?

Chip technology will soon become the security standard in the U.S. and more merchants are accepting chip cards. You will have greater security when making purchases at a chip-enabled terminal since the chip provides better protection against counterfeit fraud.

Where can I use my State Bank Chip Debit Card?

You can use your new State Bank Chip Debit Card at any retail terminal or ATM that displays the MasterCard logo. If the terminals are chip-enabled, you are automatically able to take advantage of the extra layer of security offered with the chip. If the terminals are not chip enabled, you can still use the magnetic stripe to make purchases as you always have.

How does a chip card work at a retailer's terminal?

If the retailer has a chip-enabled terminal, simply insert the chip end of your card face up into the terminal. Leave your card in the terminal while the transaction is processed. Follow the prompts to authorize your transaction. To complete the transaction, you will be prompted to enter your PIN or provide a signature. After the transaction is completed, you will be prompted to remove your chip card. The terminal may also beep or buzz lightly when finished, to get your attention and help you remember to remove your card.

If the retailer is not equipped to read the chip card, you can complete your transaction by swiping your card in the magnetic stripe reader and following the prompts as you are accustomed to doing.

If you attempt to use the magnetic stripe reader in a chip-enabled terminal, you will be prompted to insert your chip card into the terminal. Then simply insert your card, leave it in the terminal and finish your transaction by following the prompts as explained above.

How does a chip card work at an ATM?

Since it may be difficult to recognize whether an ATM is chip-enabled, we recommend that you first swipe the magnetic stripe or insert and remove your card. If the ATM is not chip-enabled, you will be able to complete your transaction by following the prompts to which you are accustomed.

If the ATM is chip-enabled, you will be prompted to reinsert your card and leave it in the ATM while the transaction is processed. After your transaction is completed, you will be prompted to remove your card, as well as take your cash and receipt.

Are chip cards secure?

Yes. Chip technology has been around for over two decades and is already the security standard in many countries around the world. When purchases are made using the chip feature, the transaction is more secure because of a unique process that is used to determine if the card is authentic. This makes the card more difficult to counterfeit or copy.

While magnetic stripe cards are still considered secure, chip technology is the next step to providing enhanced security to our customers. Whether you use the magnetic stripe or the chip to make your purchase, you can have confidence in the protection and security features we provide for all accounts.

Remember, if you notice any suspicious activity on your account, notify us immediately by calling your local State Bank office or the number on the back of your card.

Will chip cards allow others to track my location?

No. Chip card technology is not a locator system. The chip on your card is limited to supporting authentication of card data when you make a purchase.

Now that I have a chip card, do I need to notify the bank before I travel?

As always, we recommend that you set a travel notice on any card(s) you plan to use while traveling, so that your card access is not interrupted. You may do this by contacting your local State Bank office.

Another aid in managing your debit card usage is the new **My Mobile Money** app that State Bank is excited to roll out by June 1, 2017. This app allows you to set alerts and controls and allows you to respond quickly to potential fraud on your card. Visit the App Store and search for **“My Mobile Money Access”** to download the app to your smart phone. We have a Quick Reference Guide on the State Bank website to help you get set up. Or you may contact your local State Bank office for assistance.



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